

Tips for Faster Problem Resolution

- **Have you checked with your on-site expert?**
Check with your on-site expert to determine whether someone else has already experienced the problem.
- **Look for what's different**
Ask yourself, "Has the process I am using worked previously? Has anything changed in my setup or methodology?" Seemingly minor alterations can often produce unexpected results.
- **Search the SolvNet Online Knowledge Base**
SolvNet can often provide you with the solution.
- **Know your Site ID number**
Located in the file `$SYNOPSYS/admin /license/site_info`
- **Be specific in describing your question or problem**
 - A good example: The tool seems to be incorrectly calculating the interconnect delay from the output of an IV1 inverter to the D pin of an FD1 flip-flop. The number should be 1.73 and the tool is reporting 2.25.
 - A bad example: The timing analyzer isn't working!
- **Detail the steps you have already taken**
- **Provide background information**
Give details such as clocking schemes, previous steps, library information, and so on.
- **Prepare a test case.**
If you already have a working example of the behavior or problem that you are experiencing, email it to the Support Center. The AEs are able to resolve an issue much faster if they do not have to re-create work you have already done.